Document Fixes - Tip #81

With the 4D v6.5 Upgrade, many NASA field centers encountered difficulties with their documents such as, irregular looking maetballs and footers being cut off. These problems should be fixed now, however, if users are still experiencing difficulties the following approach should be taken.

First try the following steps:

Mac users:

Under File menu:

(Page Setup) Make sure Paper is:
Paper size: Letter or US Letter

(Preferences) Please make sure that your:
Units: Inches
Header and Footers:
Different on first page checkbox is checked.

All platforms:

The users where the footer was disappearing. Please do the following:
Go to the documents table and within the corrupted document go to the footer area. Here you will double click the <[Document]code> (which is a 4D expression). An edit window will pop-up and Code should already be highlighted. Double click the word code, then click ok and accept the record.

Note: For Windows 98/95 users print preview from your personal agent is not working. However it will still print out your documents correctly from print preview.

If these steps did not correct the look of the meatball, try the next ten steps for help:

1. Find a document that is working correctly, meaning that prints out with a round meatball.

2. Open the Document Record and expand the document where 4D write is the cover the screen. (Full screen view)

3. Go to the file menu and select "Save As." By saving the document this way you will save all the format parameters (i.e. Meatball and footer).

Note: This will save your document to your hard drive. Select a name that you will remember so that you can go back to it for future references.

4. Now open the corrupted document and within the body of the document go to Edit on the menu bar and choose "Select All" and then select "Copy" to copy the information. This will copy the body of the corrupted document.

5. Give the bad document a new number such as 701 could now be 701a. This can be achieved by doing an apply formula with is located under the Enter on the menu bar of TechTracS. Making sure that document 701 is the only document in your list view before applying formula, or else all document in the list view will be document code 701a.

6. Add a new document renaming everything the same things just as if you were creating 701 for the first time.

7. Going Back to Full Screen View as mentioned in step 2. Then go to the file menu under File and select Open. Then load in the document that you just saved to your hard drive.

8. Delete the body of the document in which you just loaded in by doing a Select All and then Delete. Then go to the Edit menu again and choose Paste. This will put in the body of the corrupted document.

9. Next, fix the footer by double clicking the [Documents]Code which will invoke the Insert 4D Expression window. On the left side of the window the Field tab will be forward and the word code should be highlighted. Single click on Code and then click "OK".

10. Accept the record and test the print job.

If difficulties are still occurring after trying both of these approaches, call KSS Tech Support.